

## SOLUTION OVERVIEW



In recent years, through researches and market studies, it has been observed that many companies have indicated the need for cost reduction with regards to their Imaging and Printing infrastructure and operating cost for their output fleets.

This need, coupled with the other industry trends, has given rise to the problem of many organizations not knowing exactly how much they are spending in terms of their imaging and printing infrastructures and related activities. As many companies have experienced, printers are one of the hardest areas to control and monitor as it is often overlooked and neglected.

However, this often overlooked area in Information Technology will always be one of the biggest overhead generators if not managed properly. On the contrary, if proper management strategies are in place, this often overlooked area will be a "gold mine" for cost savings.

Although printing related expenses will inevitably grow as the organization expands, but this growth in expenditure could be controlled through the used of newer and more efficient technologies and a properly managed environment.

*"Output fleets represent a hidden gold mine of cost savings to enterprises. By developing a comprehensive approach that includes rightsizing, cost-per-page-oriented procurement and ongoing management of the fleets, enterprises can reap the savings benefits of this often-overlooked technology area."*

*Decision Framework, DF-13-2054 J. Lundy*

**Gartner Research Note**

*19 March 2001*

***Rightsizing Output Fleets: The Hidden Gold***



## PRINT SOLUTION PROGRAM (PSP)



Let us eliminate the stress and time spent on your hardcopy environment and make life easier for you with our acclaimed **Print Solution Programs (PSP)**.

The goal of our *Print Solution Program* is to achieve a managed environment and cost reduction through the following:

- Print Audit (Site Analysis)
- Fleet Design
- Managed Print Services
- Operating Cost Reduction
- Financing — Leasing or Rental
- Monitoring and Maintaining
- Fully customisable contracts
- Project Management

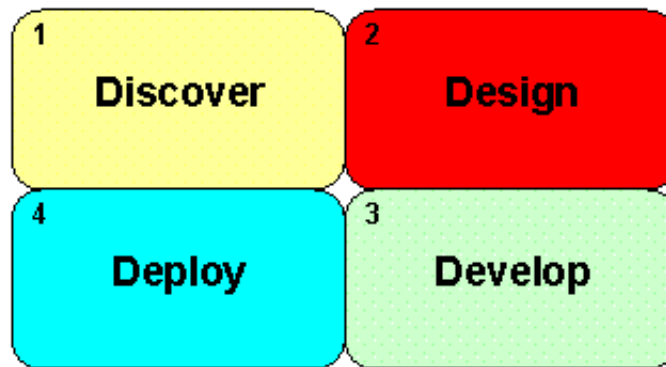
The objective is to provide a single point of contact for your entire office print environment with minimal disruptions to your business. Our expertise lies in dealing with problems before they arise – before small problems become big ones.

Our *Print Solution Programs* cover the entire spectrum of output environment from the supply of consumables, maintenance and repairs to implementation of programs and new technologies refreshes, we can tailored the services to suit any office environment and budget.

In addition we are able to provide warranty repairs to both Hewlett Packard and Lexmark devices. All warranty works are handled by us from the time the call is placed to our technicians visiting your office, all this is done with just one single phone call. Besides the conveniences, all our technicians charged-out rates are heavily subsidised and we offer exceptional prices on all replacement hardware. You can have absolute confidence in our years of experience and our proven procedures maximise the performance and reliability of your printing devices .



## EOS PSP Methodology



Document production requirements and environment are constantly changing due to constantly evolving technologies and business decisions (Mergers, expansions, restructurings and acquisitions etc). Most organizations' output device infrastructures are now misaligned or unsuited with their evolving requirements and are both inefficient and ineffective.

Through years of industry experience and continuous market studies, we have developed a methodology that is inherent in all our **Print Solution Program (PSP)** engagement with our customers. Each engagement will follow these 4 phases to ensure the right solutions are delivered to our clients to help them achieve and maintain their objectives.

### Discover

With EOS's Discovery phase, we can help you identify and review your current output environment with our comprehensive print audit program. The following are some typical information that will be captured during the Print Audit:

- Current Output Fleet (Make, Model, Age, Functionality and Specifications)
- Device Utilisation
- Current Usage Patterns
- Current Output Volume Information
- Current Total Cost of Ownership
- Current contracts and pricing agreements with vendors
- Workflow / Business Processes requirements
- Specialized Requirements
- User related studies (Improvement, satisfaction with current device functionalities and comfort level with introduction of new technologies)

With the above information captured, we will then be able to provide a snapshot of your current document production environment and start designing your new output fleet and strategies to help reduce cost and address/improve current shortfalls.



### Design

With the information capture during the Discovery phase, we will start our analysis and equipment rationalizing process to design your new output fleet. Concurrent to the analysis and equipment rationalizing process, a clear and measurable strategy will be developed matching your business requirements and IT management framework.

If enough information is gathered, we can even provide a TCO analysis according to your current print volume on the proposed fleets incorporating the new strategies.

### Develop

This process is where we will customize a plan for the following tasks to ensure a smooth transition over to the new solution.

- Equipment purchasing (Roll-Outs, Finance, Tenders or a mix solution)
- Implementation (Partial / Complete refresh, timelines)
- Change Management (Training, End-user awareness program)
- Ongoing Usage (Click Charging, Fix Cost, Automated Toner Purchase)
- Technical Services (Service & Maintenance, Technical Support and Equipment Management)
- Service Level Agreements drafting

### Deploy

As the name suggest, this is the phase where we will physically implement the proposed solution according to the plan and timeline from the "Develop" phase. These will include the following:

- Equipment Rollouts
- Hardware and Software installation and setup
- User Training
- Setup service and maintenance support procedures
- Performance / Technical reviews and monitoring.
- Periodic SLA reviews
- Service and maintenance
- Technical Support
- Equipment Management
- Usage Reporting

We offer a wide range of support and services which are fully customizable to suit any given environment and needs.

